

# DHFS Income Maintenance/ W-2 Agency IT Survey Results

## August 2005

This is a summary of survey results for the IT survey conducted in June/July of 2005 of IM and W-2 agencies.

1. **Percentage of Agency's responding:** 89% 71 out of 80 = 89%
2. **Special Notes:**  
Polk Co. filled out one survey for each room within a building in their county. 21 different surveys were completed. These were consolidated into one survey response.
3. **Agencies that didn't respond:** Dane and Menominee only completed the first few questions, Marinette, Chippewa, Douglas, Dunn, Kewaunee, Langlade, Monroe did not respond to the survey at all.
4. **Page Load Results:** These results are taken from a separate survey that asked CARES Coordinators to use their own PC to take 4 page load tests. 47 of 79 (60%) responded. The first 2 (numbers 4 and 5 below) asked the coordinators to keep open all the applications they normally use during a workday. Test 4 is the result of a normal page load of sample CWW pages. Test 5 is the same pages loading where we suppressed the CWW navigation menu. Pages clearly load faster when the menus are suppressed.

4. Please make sure you've opened the programs or applications that you and staff in your agency normally use everyday. This includes your email application, the CWW (if applicable), Host on Demand, Internet Explorer sessions, etc. Go to <http://caresfeedback.wisconsin.gov/home/diagnostics/Employment.asp> and take the CWW diagnostics page test. Click on "Next" until all 20 pages load. At the end of this test, please report the results here. Please enter the average time it took to load the pages for the "Standard Test" here. The answers are found in a table after the diagnostics test is completed. Select the appropriate range of times.








		Response Percent	Response Total
< 1 second		0%	0
1 to <2 seconds	<div style="width: 8.5%;"></div>	8.5%	4
2 to <3 seconds	<div style="width: 23.4%;"></div>	23.4%	11
3 to <4 seconds	<div style="width: 25.5%;"></div>	25.5%	12
4 to <5 seconds	<div style="width: 14.9%;"></div>	14.9%	7
5 to <8 seconds	<div style="width: 19.1%;"></div>	19.1%	9
8 to <11 seconds	<div style="width: 6.4%;"></div>	6.4%	3
11 seconds or greater	<div style="width: 2.1%;"></div>	2.1%	1
<b>Total Respondents</b>			<b>47</b>
(skipped this question)			0

5. Please enter the average time it took to load the pages for the "Without Menus" test here. Select the appropriate range of times.









		Response Percent	Response Total
< 1 second	<div style="width: 4.3%;"></div>	4.3%	2
1 to <2 seconds	<div style="width: 31.9%;"></div>	31.9%	15
2 to <3 seconds	<div style="width: 21.3%;"></div>	21.3%	10
3 to <4 seconds	<div style="width: 17%;"></div>	17%	8
4 to <5 seconds	<div style="width: 8.5%;"></div>	8.5%	4
5 to <8 seconds	<div style="width: 12.8%;"></div>	12.8%	6
8 to <11 seconds	<div style="width: 4.3%;"></div>	4.3%	2

5. The second two tests (items 6 and 7 below) asked that users close all other applications except IE and the survey so that we could see page load results without other applications using RAM or possibly interfering with the download test. Test 6 is the result of a normal page load of sample CWW pages. Test 7 is the same pages loading where we suppressed the CWW navigation menu. Pages clearly load faster when the menus are suppressed.

6. Please close all applications and windows on your PC except this one. Open Internet Explorer (or your current browser) and go to <http://caresfeedback.wisconsin.gov/home/diagnostics/Employment.asp> and take the CWW diagnostics page test. Click on "Next" until all 20 pages load. At the end of this test, please report the results here. Please enter the average time it took to load the pages for the "Standard Test" here. Select the appropriate range of times.

		Response Percent	Response Total
< 1 second		2.1%	1
1 to <2 seconds		19.1%	9
2 to <3 seconds		25.5%	12
3 to <4 seconds		25.5%	12
4 to <5 seconds		12.8%	6
5 to <8 seconds		12.8%	6
8 to <11 seconds		0%	0
11 seconds or greater		2.1%	1
<b>Total Respondents</b>			<b>47</b>
(skipped this question)			0

7. Please enter the average time it took to load the pages for the "Without Menus" test here. Select the appropriate range of times.

		Response Percent	Response Total
< 1 second		6.4%	3
1 to <2 seconds		23.4%	11
2 to <3 seconds		34%	16
3 to <4 seconds		14.9%	7
4 to <5 seconds		4.3%	2
5 to <8 seconds		12.8%	6
8 to <11 seconds		2.1%	1
11 seconds or greater		2.1%	1
<b>Total Respondents</b>			<b>47</b>
(skipped this question)			0

**6. Agency Hardware Results** Please note that each response is for an office location and not for individuals or agencies. Bolded responses are the most common response.





2. Hardware Information			
10. Total approximate number of PCs used by your agency's Income Maintenance/W-2 staff at this site. Do not include PC's not used by this staff:			
		Response Percent	Response Total
Not Applicable, we don't use PC's		0.7%	1
1-5	<div></div>	18.7%	28
<b>6-10</b>	<div></div>	<b>26%</b>	<b>39</b>
11-20	<div></div>	17.3%	26
21-30	<div></div>	24%	36
31-50	<div></div>	4.7%	7
50 or more	<div></div>	8.7%	13
Total Respondents			150
(skipped this question)			2

12. Not all PC's at this office site may have the same configuration (i.e., RAM, processor type, speed, hard drive size, etc.). We want to find out about this site's most common configurations. Please fill out the information for each PC configuration type. If this site has more than one PC configuration, please enter up to four (4) types representing the most common configurations. If this site PC's are all the same, you will only need to fill in the information for Type 1.							
Number of PC's							
	1-5	6-10	11-20	21-30	31-50	>50	Response Total
Type 1	<b>42% (59)</b>	24% (33)	12% (17)	10% (14)	5% (7)	6% (9)	<b>139</b>
Type 2	<b>68% (25)</b>	8% (3)	14% (5)	3% (1)	0% (0)	8% (3)	<b>37</b>
Type 3	<b>75% (6)</b>	12% (1)	12% (1)	0% (0)	0% (0)	0% (0)	<b>8</b>
Type 4	<b>100% (1)</b>	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	<b>1</b>
CPU Type							
	Intel	AMD	Other	Response Total			
Type 1	<b>99% (140)</b>	0% (0)	1% (2)	<b>142</b>			
Type 2	<b>97% (37)</b>	3% (1)	0% (0)	<b>38</b>			
Type 3	<b>89% (8)</b>	11% (1)	0% (0)	<b>9</b>			
Type 4	<b>100% (2)</b>	0% (0)	0% (0)	<b>2</b>			

CPU Processor Speed												
	<500MHz		500MHz - 999MHz		1 GHz - 1.5 GHz		1.6 GHz- 2GHz		2.1 GHz -2.5GHz		>2.5 GHz	Response Total
Type 1	11% (16)		20% (28)		18% (25)		17% (24)		14% (20)		20% (28)	141
Type 2	0% (0)		24% (9)		21% (8)		26% (10)		16% (6)		13% (5)	38
Type 3	0% (0)		22% (2)		11% (1)		11% (1)		33% (3)		22% (2)	9
Type 4	0% (0)		50% (1)		0% (0)		0% (0)		50% (1)		0% (0)	2
Memory (RAM)												
	<64 MB	65-127 MB	128 MB	129-255 MB	256 MB	257-511 MB	512 MB - 1023 MB	1 GB	>1 GB			Response Total
Type 1	0% (0)	4% (6)	16% (22)	7% (10)	38% (54)	5% (7)	26% (36)	4% (5)	1% (1)			141
Type 2	0% (0)	0% (0)	16% (6)	8% (3)	37% (14)	8% (3)	24% (9)	8% (3)	0% (0)			38
Type 3	0% (0)	0% (0)	0% (0)	0% (0)	67% (6)	0% (0)	33% (3)	0% (0)	0% (0)			9
Type 4	0% (0)	0% (0)	50% (1)	0% (0)	0% (0)	0% (0)	50% (1)	0% (0)	0% (0)			2
Hard Drive Size												
	<20 GB		20-39 GB		40-79 GB		80- 119 GB		120-179 GB		>180 GB	Response Total
Type 1	24% (34)		33% (47)		33% (47)		7% (10)		0% (0)		2% (3)	141
Type 2	16% (6)		39% (15)		39% (15)		5% (2)		0% (0)		0% (0)	38
Type 3	11% (1)		44% (4)		44% (4)		0% (0)		0% (0)		0% (0)	9
Type 4	0% (0)		0% (0)		50% (1)		50% (1)		0% (0)		0% (0)	2
Total Respondents												142
(skipped this question)												10

## 7. Operating System:

14. What Operating System does your agency's PC's operate?

		Response Percent	Response Total
Windows XP		49%	72
Windows 2000		41.5%	61
Windows 1998		4.1%	6
Windows 1995		0%	0
Windows NT		5.4%	8
Other (please specify)		0%	0
Total Respondents			147
(skipped this question)			5

## 8. Anti-Spyware or Anti-Virus:

97 % of offices use either anti-spyware or anti-virus software.

## 9. Web Browser:

90% of offices use IE 6.0 or greater. 4 % use IE 5.0 and 4% use Mozilla Firefox.

## 10. BadgerNet:

48% of offices use BadgerNet. Of those that don't, 61 % use a T-1/DS-1 line. 10% use a cable modem, and 20% use a DSL line to access the internet.

## 11. Upload/Download Connection Speed:

The following agencies have upload speeds slower than 1 Mb/second. The download speeds are comparable. To compare, DHFS staff at 1 W. Wilson St. have an upload speed of 7.7 Mb/second.

Ashland County Health & Human Services Ashland County Annex 301 Ellis Ave Ashland  
 Barron County Health and Human Services 330 E LaSalle Ave Room 338 Barron  
 Calumet County Department of Human Services Appleton Office 2306 S. Oneida Street Appleton  
 Calumet County Courthouse 206 Court Street Chilton  
 Dodge  
 Fond du Lac County Job Center Office  
 Florence County HSD PO Box 170 501 Lake Avenue Florence  
 Forward Service Corp Rhinelander Office (Oneida County) 100 West Keenan Street Rhinelander, WI 54501  
 Forward Service Corp. Keshena Office (Menominee County) W3272 Wolf River Road Keshena, WI 54135  
 Forward Service Corp Lincoln County 607 North Sales Street Merrill, WI 54452  
 Forward Service Eagle River - Vilas County 102 North Main St. Eagle River, WI 54521  
 Forward Service Corp Green Bay Job Center 325 N. Roosevelt Street Green Bay WI 54301  
 Green Lake County HHS 500 Lake Steel Street. PO Box 588 Green Lake WI 54941  
 Green County Human Services Department N3152 State Road 81 Monroe  
 Iowa County Courthouse 222 N Iowa St Dodgeville  
 Jackson County Department of Health and Human Services 420 Hwy. 54 West Black River Falls  
 Lincoln County Computer Services 607 Sales St. Merrill  
 MAXIMUS Region 6 1304 South 70th Street West Allis  
 MAXIMUS Region 5 6550 North 76th Street Milwaukee  
 Milwaukee  
 Oconto  
 Ozaukee County Administration Center 121 W. Main Street Port Washington  
 Ozaukee Human Services Department-Economic Support Ozaukee County Administration Center 121 W Main Street Port Washington, WI 53074  
 Ozaukee Works 885 Badger Circle Grafton  
 Rock  
 Rock County Job Center 1900 Center Ave. Janesville  
 Rock Co. Rock County, State of WI Information Technology Dept. 3530 N. Cty. Hwy. F Janesville, WI 53547  
 Rusk County 311 E. Miner St Ladysmith  
 Shawano County Job Center 707 E. Elizabeth St. Shawano  
 Sokaogon Chippewa Tribal Community Offices 3051 Sand Lake Road Crandon  
 St. Croix  
 Trempeleau Information Systems Department 36245 main st whitehall  
 Waushara Maralyn Traylor 205 W. Elm Street Wautoma  
 Winnebago Co.  
 Walworth County Dept of Health and Human Services W4051 County Road NN Elkhorn  
 Waukesha County DHHS 500 Riverview Avenue Waukesha, WI 53188

## **12. Does this office site's routers allocate, manage, or prioritize bandwidth according to external IP addresses?**

76% of the offices said "No."

## **13. Firewall**

64 % of the offices use a firewall

## **14. Proxy Server**

81 % of the offices do not use a proxy server.

## **15. Agencies with Slow Page Load Times**

Adams  
 Buffalo  
 Fond du Lac Fond du Lac County CMO Family Care Office  
 Fond du Lac Fond du Lac County Job Center Office  
 Forward Service Corp Rhinelander Office  
 Forward Service Corp Forest County  
 Forward Service Corp Lincoln County  
 Forward Service Eagle River - Vilas County  
 Green Lake  
 Green County Job Center  
 Jackson  
 La Crosse  
 Milwaukee County - DHHS Coggs  
 Milwaukee - Menominee County Health & Human Services  
 Milwaukee Reg 3 UMOS  
 Milwaukee Reg 6 Maximus  
 Milwaukee Reg 5 Maximus  
 Polk

Racine - Western Racine County Service Center  
 Racine - Dennis Kornwolf Racine County Service Center  
 Rock Janesville Community Support  
 Rock- Rock County Job Center  
 Rock- Rock County, State of WI Information Technology Dept.  
 Stockbridge- Munsee  
 St. Croix  
 Winnebago

## 16. CPU Processor Speed

The following offices have PC's with processors slower than 500MHz . This may contribute to slow page loading times in the CWW. **Note:** Several agencies did not answer this question, but completed the rest of the survey. For comparison, PC's at 1 W. Wilson in DHFS have a 3 GHz processor, or one that is at least 6 times faster than these.

Agency	# of PC's under 500 MHz
Grant	11-20
Sawyer	1-5
Milwaukee Co.	>50
Ozaukee County Administration Center	1-5
Ozaukee Works 885 Badger Circle Grafton, WI 53024	1-5
Rock Janesville Community Support	11-20
Rock County Job Center	11-20
Shawano County Job Center Inc.	6-10
Washburn 421 Hwy 63	6-10
Winnebago Courthouse	21-30
Winnebago Oshkosh Human Services	31-50
Winnebago Public Safety Building	1-5
Winnebago Workforce Development 315 Algoma Blvd.	11-20

## 17. Memory (RAM)

The following offices have PC's with RAM less than 256 Megabytes. This may contribute to slow page loading times in the CWW. **Note:** Several agencies did not answer this question, but completed the rest of the survey.

Agency	# of PC's under 256 Mb RAM
Adams	1-5
Ashland County Health & Human Services Ashland County Annex	1-5
Buffalo	1-5
Calumet County Courthouse	6-10
Eau Claire County Job Center	1-5
Forward Service Corp Wautoma Office	1-5
Forward Service Corp Rhinelander Office (Oneida County)	2-10
Forward Service Corp Lincoln County	1-5
Forward Service Eagle River - Vilas County	1-5
Forest County Potawatomi	1-5
Grant	11-20
Green	6-10
Green Lake County HHS	6-10
Green County Job Center	1-5
Jackson	6-10

<b>Agency</b>	<b># of PC's under 256 Mb RAM</b>
Lafayette	6-10
Milwaukee Reg. 4 UMOS	>100 (most PC's under 256 Mb at an office)
Milwaukee Reg. 2 UMOS	>50 (second most PC's with low RAM at an office)
Oconto	1-5
Oneida??? The Human Service Center 705 E. Timber Drive Rhinelander, WI 54501	1-5
Ozaukee County Administration Center	1-5
Ozaukee Works 885 Badger Circle Grafton, WI 53024	1-5
Polk	11-20
Rock County Job Center	11-20
Rock Janesville Community Support	11-20
Sawyer	1-5
Shawano County Job Center	6-10
Shawano County Job Center Inc.	6-10
Walworth	1-5
Waukesha	11-20
Winnebago Public Safety Building	1-5
Winnebago Workforce Development 315 Algoma Blvd.	21-30
Winnebago Courthouse	21-30
Winnebago Oshkosh Human Services	31-50
Wood	11-20

#### **18. Thin Client (Citrix or Windows Terminal Server)**

20% of the offices use this technology. Of these, 85 % have 1 Gb or more of RAM and 85% have 2 or more processors. The majority of the processors are 2.6 GHz or more.

# Results

## IM Agencies with IT Issues (n=44)

"IT Issues" are defined as instances where at least one PC has at least one of the following conditions: RAM below 256, Processors Below 500 MHZ, upload/download speed slower than 1MB/second and slow CWW Page loads.

Agency Name	Low RAM (<256 MB)	Slow Processors (<500MHz)	Slow Download Speeds (<1MB/second)	Slow CWW Page Loads (> 5 seconds/avg.)
Adams	Y		Y	Y
Ashland	Y		Y	
Bad River				Y (for slowest pc only.)
Barron			Y	
Buffalo	Y			Y
Calumet	Y		Y	
Crawford				Y
Dodge			Y	
Eau Claire	Y			
Florence			Y	
Fond du Lac			Y	Y
Forest	Y			
Forward Service	Y		Y	Y
Grant	Y	Y		
Green	Y		Y	Y
Green Lake	Y		Y	Y
Iowa			Y	
Jackson	Y		Y	Y
La Crosse				Y
Lafayette	Y		Y	
Milwaukee Co.		Y	Y	Y
Milwaukee Reg 2 UMOS	Y			Y
Milwaukee Reg 4 UMOS	Y			Y
Milwaukee Reg 5 MAXIMUS	Y		Y	Y
Milwaukee Reg 6 MAXIMUS	Y		Y	Y
Oconto	Y		Y	
Oneida	Y			
Ozaukee	Y	Y	Y	
Polk	Y			Y
Racine				Y
Rock	Y	Y	Y	Y
Rusk			Y	
Sawyer	Y	Y		
Shawano	Y	Y	Y	
Sokaogon			Y	
St. Croix	Y		Y	
Stockbridge-Munsee				Y
Trempealeau			Y	
Walworth	Y		Y	
Washburn		Y		
Waukesha	Y		Y	
Waushara			Y	
Winnebago	Y	Y	Y	Y
Wood	Y			



Agencies that prioritize bandwidth. This may or may not affect page load speed		Agencies that use Mozilla or Firefox on at least one PC. These are not supported by DHFS or DWD. Microsoft Internet Explorer 5.0 or above should be used.
Adams	Milwaukee Region 6 (MAXIMUS)	Ashland
Brown	Polk	Bayfield
Columbia	Portage	Green Lake
Eau Claire	Price	Lafayette
Florence	Rock	Milwaukee Region 5 MAXIMUS
Forest Co. Potawatomi	Sawyer	Milwaukee Region 6 MAXIMUS
Green Lake	Sheboygan	Richland
Lafayette	Trempealeau	Sawyer
Lincoln	Washburn	Sokaogon
Manitowoc	Waukesha	Chippewa
Marathon	Winnebago	
Milwaukee Co.	Wood	
Milwaukee Region YWCA		
Milwaukee Region 5 (MAXIMUS)		

If you see a mistake for your agency, or want to discuss this document, contact Dave Hippler at DHFS/BEM at [Hippdrc@dhfs.state.wi.us](mailto:Hippdrc@dhfs.state.wi.us) or call at (608) 261-8384.